



## **Director of Operations Position Description**

### **General Position Description**

Full-time exempt position to oversee, supervise, and direct all aspects of the daily operations of Renew Therapeutic Riding Center to include programs, facilities, and equines.

**Reports to:** Executive Director

**Supervises:** Program Manager, Farm Manager, Equine Coordinator, Volunteers, Interns

### **Essential Duties**

1. Prioritize and organize programs and activities in accordance with the mission and strategic plan of the organization through regular supervision of direct report employees.
2. Lead collaboratively with staff to develop new programs providing direction for the organization based on the strategic plan.
3. Provide direct program service by teaching therapeutic horsemanship to both adult and youth participants.
4. Support in the recruitment and management of the team of instructors and other direct service providers to ensure goals are attained in participant growth, satisfaction, safety, and quality.
5. Responsible for hiring, evaluating, supporting, and providing regular feedback to direct report employees to include a written annual performance review. Also responsible for termination of direct report employees when necessary with written documentation to support the decision.
6. Provide mentorship to staff and volunteers in support of their roles in equine assisted services.
7. Ensure that the herd of therapy horses are receiving outstanding care in keeping with the strategic plan to include participation in emergency care, acquisition, and daily care and maintenance as needed.
8. Facilitate the creation and maintenance of policies that are consistent with PATH International standards and the highest industry best practices to maintain premiere accreditation.
9. Participate in and at times lead decision-making teams regarding improvements to the facility, programs and communication systems relevant to fulfilling the mission.
10. Operate within approved budgetary limits for program, facility and equine care costs.
11. Participate in fundraising activities as requested.
12. Meet with stakeholders and other staff members regarding programming, service delivery, and equine assisted services best practices.
13. Provide accurate and timely reporting of operations status to the Executive Director.
14. Develop evaluation tools to assess operational effectiveness, staff performance and overall goal attainment.
15. Represent Renew TRC at local, state, and national functions.
16. Other duties may be assigned by the Executive Director consistent with the mission, vision, and core values of Renew TRC.

### **Key Performance Indicators**

1. Maintain exemplary quality standards in programming and service.
2. Recruit, lead and manage a positive collaborative team of staff members that consistently represent the core values of Renew TRC.



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3. Staff reports high job satisfaction and participates collaboratively in both individual and corporate growth opportunities.
4. Ample volunteers are equipped to meet the needs of the participants and the horses.
5. Provide leadership into creative and strategic input for all areas of operations.
6. Operations remain within budgetary limits for expenses during each fiscal year.
7. Creative programming exists to keep those on the waiting list engaged and connected to the community at Renew.
8. The program operates close to or at capacity level for each session.
9. Complete continuing education hours to maintain PATH International Certification and other relevant professional credentials.
10. Take initiative to expand leadership development to include but not limited to participation in PATH International committees, events, education and conferences.
11. Ensure excellence in all deliverables.
12. Lead operational growth in both quality and quantity based on regular assessment tools.
13. Engage key stakeholders in fulfillment of operational goals based on the current strategic plan.

### **Qualifications**

1. At least 5 years of experience in program management required; 8 or more years preferred. Relevant experience must include the management of budgets, programs, and teams.
2. PATH International certification required; Advanced Instructor Certification preferred. Successful candidate will have at least 2 PATH International certifications for different areas in equine assisted services (i.e. CTRI and Advanced Certification and/or ESMHL, Vaulting or Driving Certification.)
3. Bachelor's Degree preferred.
4. Leadership experience within PATH International or other nationally recognized organization supporting equine assisted services is strongly preferred (i.e. committee experience, presenter experience, faculty experience)
5. Extensive equestrian experience required.
6. Competency with computers including MSWord, Excel and PowerPoint and Google docs.
7. Outstanding communication and interpersonal skills.
8. Excellent resource management skills.
9. Able to work a flexible schedule is required.